

**APPENDIX:
NATIONAL PERFORMANCE MEASUREMENTS**

Metric Number: Name:	
Pre-order/order response times	
Definition:	
Evaluates the timeliness of responses to specific pre-ordering/ordering queries of Qwest's operational support systems accessed through the IMA gateway interface.	
Exclusions:	
1. Impacts of core network components outside Qwest's control. 2. Measurements in additions to simulated results (validated as adequate by AZ) up to and including actual measurements at a non-Qwest owned remote site. (would require pushing intelligence to remote sites and would measure excluded components)	
Business Rules:	
Levels of Disaggregation:	
1. Appointment scheduling 2. Service availability information 3. Facility information 4. Street address information 5. Customer service records 6. Telephone number 7. ADSL loop qualification 8. Resale of Qwest DSL qualification	
Calculation:	Report Structure/Geography:
Sum(query response date and time – query submission date and time)/number of queries submitted in reporting period	Region wide
Benchmark/Parity Performance Standard:	
Benchmark – CLEC system differences can influence the response times.	
Impact on Carriers' Regulatory Burden:	
Substantial if tracking of actuals is required or if standard is unrealistically high.	

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Metric Number: Name:
Firm Order Confirmations
Definition:
<p>Description: Measures the percentage of Firm Order Confirmations (FOCs) that are provided to CLECs within the intervals specified under “Standards” below for FOC notifications.</p> <ul style="list-style-type: none"> Includes all LSRs/ASRs that are submitted through the specified interface or in the specified manner (i.e., facsimile) that receive an FOC during the reporting period, subject to exclusions specified below. (Acknowledgments sent separately from an FOC (e.g., EDI 997 transactions are not included.) For PO-5A, the interval measured is the period between the LSR received date/time (based on scheduled up time) and Qwest’s response with a FOC notification (notification date and time). For PO-5B, 5C, and 5D, the interval measured is the period between the application date and time, as defined herein, and Qwest’s response with a FOC notification (notification date and time). “Fully electronic” LSRs are those (1) that are received via IMA or EDI, (2) that involve no manual intervention, and (3) for which FOCs are provided mechanically to the CLEC. ^{NOTE 2} “Electronic/manual” LSRs are received electronically via IMA or EDI and involve manual processing. “Manual” LSRs are received manually (via facsimile) and processed manually. ASRs are measured only in business days. LSRs will be evaluated according to the FOC interval categories shown in the “Standards” section below, based on the number of lines/services requested on the LSR or, where multiple LSRs from the same CLEC are related, based on the combined number of lines/services requested on the related LSRs.
Exclusions:
<p>Exclusions:</p> <ul style="list-style-type: none"> LSRs/ASRs involving individual case basis (ICB) handling based on quantities of lines, as specified in the “Standards” section below, or service/request types, deemed to be projects. Hours on Weekends and holidays. (Except for PO-5A which only excludes hours outside the scheduled up time). LSRs with CLEC-requested FOC arrangements different from standard FOC arrangements. Records with invalid product codes. Records missing data essential to the calculation of the measurement per the PID. Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.) Invalid start/stop dates/times. <p>Additional PO-5D exclusion:</p> <ul style="list-style-type: none"> Records with invalid application or confirmation dates.
Business Rules:
Levels of Disaggregation:

Disaggregation Reporting: Statewide level (per multi-state system serving the state).

Results for this indicator are reported as follows:

- PO-5A:* FOCs provided for fully electronic LSRs received via:
 - PO-5A-1 IMA
 - PO-5A-2 EDI
- PO-5B:* FOCs provided for electronic/manual LSRs received via:
 - PO-5B-1 IMA
 - PO-5B-2 EDI
- PO-5C: * FOCs provided for manual LSRs received via Facsimile.
- PO-5D: FOCs provided for ASRs requesting LIS Trunks.

* Each of the PO-5A, PO-5B and PO-5C measurements listed above will be further disaggregated as follows:

- (a) FOCs provided for Resale services and UNE-P
- (b) FOCs provided for Unbundled Loops and specified Unbundled Network Elements
- (c) FOCs provided for LNP

Calculation:	Report Structure/Geography:
<p>Formula:</p> <p>PO-5A - [Count of LSRs for which the original FOCs "(FOC Notification Date & Time) - (LSR received date/time (based on scheduled up time))" is within 20 minutes] / (Total Number of original FOC Notifications transmitted for the service category in the reporting period).</p> <p>PO-5B, 5C & 5D - [Count of LSRs/ASRs for which the original FOCs "(FOC Notification Date & Time) - (Application Date & Time)" is within the intervals specified for the service category involved] / (Total Number of original FOC Notifications transmitted for the service category in the reporting period).</p>	<p>State reporting disaggregation</p>
Benchmark/Parity Performance Standard:	

Product Reporting: <ul style="list-style-type: none"> For PO-5A, -5B and – 5C: <ul style="list-style-type: none"> (a) Resale services and UNE-P (POTS) (b) Unbundled Loops and specified Unbundled Network Elements. (c) LNP For PO-5D: LIS Trunks. 	Standards:	
	• For PO-5A (all):	95% within 20 minutes ^{NOTE 2}
	• For PO-5B (all):	90% within standard FOC intervals (specified below)
	• For PO-5C (manual):	90% within standard FOC intervals specified below PLUS 24 hours ^{NOTE 3}
	• For PO-5D (LIS Trunks):	85% within eight business days
	<u>Standard FOC Intervals for PO-5B and PO-5C</u>	
	Product Group ^{NOTE 1}	FOC Interval
	Resale Residence and Business POTS 1-39 lines ISDN-Basic 1-10 lines Conversion As Is Adding/Changing features Add primary directory listing to established loop Add call appearance Centrex Non-Design 1-19 lines with no Common Block Configuration Centrex line feature changes/adds/removals (all)	24 hours
	LNP 1-24 lines	
	Unbundled Loops 1-24 loops 2/4 Wire analog DS3 Capable	
	Sub-loop 1-24 sub-loops [included in product reporting group (b)]	
	Shared-loop/Line-sharing 1-24 shared [included in product reporting group (b)] loops	
	Unbundled Network Element–Platform (UNE-P POTS) UNE-P to UNE-P conversion and Resale to UNE-P conversion) 1-39 lines	

	Resale ISDN-Basic Conversion As Specified New Installs Address Changes Change to add Loop ISDN-PRI (Facility) PBX DS0 or Voice Grade Equivalent DS1 Facility DS3 Facility	1-10 lines 1-3 1-24 trunks 1-24 1-24 1-3	48 hours
	LNP	25-49 lines	
	Resale Centrex (including Centrex 21, Non-design, Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes) - With Common Block Configuration required - Initial establishment of Centrex CMS services - Tie lines or NARs activity - Subsequent to initial Common Block Station lines Automatic Route Selection Uniform Call Distribution Additional numbers	1-10 lines	72 hours
	Unbundled Loops with Facility Check (NOTE 2, 3) - 2/4 wire Non-loaded - ADSL compatible - ISDN capable - XDSL-I capable - DS1 capable	1 - 24 loops	
	Resale ISDN-PRI (Trunks)	1-12 trunks	96 hours
	For PO-5D: LIS Trunks	1-240 trunk circuits	8 business days

Impact on Carriers' Regulatory Burden:

Notes:	
Notes: <ol style="list-style-type: none">1. LSRs with quantities above the highest number specified for each product type are considered ICB.2. Unbundled Loop with Facility Check can be processed electronically; however, because this category always carries a 72-hour FOC interval the FOC results for this product will appear in PO-5B if received electronically or PO-5C if received manually.3. Unbundled Loop with Facility Check will not add an additional 24 hours to the 72-hour interval if the LSR is submitted manually.	

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Metric Number: Name:
FOC Timeliness Order Notifier Timeliness – FOC Timeliness and Reject Timeliness
Definition:
<p>Description: Measures the interval between the receipt of a Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons.</p> <ul style="list-style-type: none"> Includes all LSRs submitted through the specified interface that are rejected during the reporting period. Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information, duplicate request or LSR/PON (purchase order number), no separate LSR for each account telephone number affected, no valid contract, no valid end user verification, account not working in Qwest territory, service-affecting order pending, request is outside established parameters for service, and lack of CLEC response to Qwest question for clarification about the LSR. Included in the interval is time required for efforts by Qwest to work with the CLEC to avoid the necessity of rejecting the LSR. With hours: minutes reporting, hours counted are (1) business hours for manual rejects (involving human intervention) and (2) published Gateway Availability hours for auto-rejects (involving no human intervention). Business hours are defined as time during normal business hours of the Wholesale Delivery Service Centers, except for PO-3C in which hours counted are workweek clock hours. Gateway Availability hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cicomp/ossHours.html.
Exclusions:
<p>Exclusions:</p> <ul style="list-style-type: none"> Records with invalid product codes. Records missing data essential to the calculation of the measurement per the PID. Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.) Invalid start/stop dates/times.
Business Rules:
Levels of Disaggregation:
<p>Disaggregation Reporting: Results for this indicator are reported according to the gateway interface used to submit the LSR:</p> <ul style="list-style-type: none"> (A-1) LSRs received via IMA and rejected manually – state wide level (A-2) LSRs received via IMA and auto-rejected – region wide level (B-1) LSRs received via EDI and rejected manually – state wide level (B-2) LSRs received via EDI and auto-rejected – region wide level (C) LSRs received via facsimile - Statewide level

Calculation:	Report Structure/Geography:
Formula: $\frac{\Sigma [(Date\ and\ time\ of\ Rejection\ Notice\ transmittal) - (Date\ and\ time\ of\ LSR\ receipt)]}{(Total\ number\ of\ LSR\ Rejection\ Notifications)}$	State reporting disaggregation
Benchmark/Parity Performance Standard:	

Standard: <ul style="list-style-type: none"> • (A-1) and (B-1): ≤ 24 business hours • (A -2) and (B -2): ≤ 18 seconds • (C): ≤ 48 work week clock hours
Impact on Carriers' Regulatory Burden:

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Metric Number: Name:	
Work Completion Notification Timeliness	
Definition:	
<p>Purpose: To evaluate the timeliness of Qwest issuing electronic notification at an LSR level to CLECs that provisioning work on all service orders that comprise the CLEC LSR have been completed in the Service Order Processor and the service is available to the customer.</p> <p>Description: PO-6A & 6B:</p> <ul style="list-style-type: none"> Includes all orders completed in the Qwest Service Order Processor that generate completion notifications in the reporting period, subject to exclusions shown below. The start time is the date/time when the last of the service orders that comprise the CLEC LSR is posted as completed in the Service Order Processor. The end time is when the electronic order completion notice is made available (IMA)^{NOTE 1} or transmitted^{NOTE 2} (EDI) to the CLEC via the ordering interface used to place the local service request. The notification is transmitted at an LSR level when all service orders that comprise the CLEC LSR are complete. With hours: minutes reporting, hours counted are during the published Gateway Availability hours. Gateway Availability hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html. 	
Exclusions:	
<p>Exclusions: PO – 6A & 6B:</p> <ul style="list-style-type: none"> Records with invalid completion dates. LSRs submitted manually (e.g., via facsimile). ASRs submitted via EXACT. 	
Business Rules:	
Levels of Disaggregation:	
Reporting Comparisons: CLEC aggregate and individual CLEC results.	
Calculation:	Report Structure/Geography:

<p><u>For completion notifications generated from LSRs received via IMA-GUI:</u> $PO-6A = \Sigma((\text{Date and Time Completion Notification made available to CLEC}) - (\text{Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor})) / (\text{Number of completion notifications made available in reporting period})$</p> <p><u>For completion notifications generated from LSRs received via IMA-EDI:</u> $PO-6B = \Sigma((\text{Date and Time Completion Notification transmitted to CLEC}) - (\text{Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor.})) / (\text{Number of completion notifications transmitted in reporting period})$</p>	<p>Statewide level.</p> <ul style="list-style-type: none"> • PO-6A Notices transmitted via IMA PO-6B Notices transmitted via EDI
Benchmark/Parity Performance Standard:	
Unit of Measure: PO-6A - 6B: 12 Business hours	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Timely Jeopardy Notices	
Definition:	
Purpose: When original due dates are missed, measures the extent to which Qwest notifies customers .	
Description: Measures the percentage of late orders for which advance jeopardy notification is provided. <ul style="list-style-type: none"> • Includes all orders completed in the reporting period that missed original due date. <li style="padding-left: 40px;">Missed due date orders with jeopardy notifications provided on or before the original due date is past will be counted in both the numerator and denominator. The denominator will include all missed due date orders in the reporting period. 	
Exclusions:	
Exclusions: <ul style="list-style-type: none"> • Orders missed for customer reasons. • Records with invalid product codes. • Records involving official company services. • Records with invalid due dates or application dates. • Records with invalid completion dates. • Records with invalid product codes. <li style="padding-left: 40px;">Records missing data essential to the calculation of the measurement per the PID. 	
Business Rules:	
Levels of Disaggregation:	
Product Reporting: <ul style="list-style-type: none"> A Non-Designed Services B Unbundled Loops (with or without Number Portability) C LIS Trunks (available) D UNE-P (POTS) 	
Calculation:	Report Structure/Geography:
Formula: (Total missed due date orders completed in the reporting period that received jeopardy notification) / (Total number of missed due date orders completed in the reporting period) x 100	Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)

Benchmark/Parity Performance Standard:
Standard: A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) Services D Parity with Retail POTS
Impact on Carriers' Regulatory Burden:

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Metric Number: Name:	
Provisioning Measurement - Percent on time Performance	
Definition:	
Measures the extent to which Qwest installs services for Customers by the scheduled due date.	
Exclusions:	
<ul style="list-style-type: none"> • Disconnect, From (another form of disconnect) and Record order types. • Due dates missed for standard categories of customer and non-Qwest reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, and customer hold for payment. Standard categories of non-Qwest reasons are: Weather, Disaster, and Work Stoppage. • Records involving official company services. • Records with invalid due dates or application dates. • Records with invalid completion dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	
Business Rules:	
<p>Measures Percent of orders for which the scheduled due date is met.</p> <ul style="list-style-type: none"> • All inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period are measured, subject to exclusions specified below. Change order types included in this measurement consist of all C orders representing inward activity (with "I" and "T" action coded line USOCs). Also included are orders with customer-requested due dates longer than the standard interval. • Completion date on or before the Applicable Due Date recorded by Qwest is counted as a met due date. The Applicable Due Date is the original due date or, if changed or delayed by the customer, the most recently revised due date, subject to the following: If Qwest changes a due date for Qwest reasons, the Applicable Due Date is the customer-initiated due date, if any, that is (a) subsequent to the original due date and (b) prior to a Qwest-initiated, changed due date, if any. • Reported Monthly • Measured in percent. 	
Levels of Disaggregation:	
Product level reporting	
Calculation:	Report Structure/Geography:

<p>[(Total Orders completed in the reporting period on or before the Applicable Due Date) / (Total Orders Completed in the Reporting Period)] x 100</p> <p>Explanation: The percent commitments met is obtained by dividing the total number of service orders completed on or before the Applicable Due Date (as defined in the description above) by the total number of service orders completed during the measurement period.</p>	<p>CLEC aggregate, individual CLEC and Qwest Retail results</p> <p>Statewide level.</p> <p>OP-3 has MSA and Zone type Disaggregation</p>
<p>Benchmark/Parity Performance Standard:</p>	
<p>Parity for products with Retail analogue. Bench mark of 90-95% Product Specific</p>	
<p>Impact on Carriers' Regulatory Burden:</p>	

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Metric Number:	Name:
Provisioning measurement: Average delay days on missed install orders	
Definition:	
Measure the average number of business days past due on missed installation orders. Can be split into two separate types- Non-facility and facility.	
Exclusions:	
Force Majeure: Customer caused delays, work stoppage, disconnect, from (another form of disconnect, record order types, records with invalid due dates or application dates, invalid completion dates, invalid product codes, missing data essential to the calculation of the measurement per PID Records involving official company services, Change service orders that do not involve installation of lines.	
Business Rules:	

3(b) – 1 Measures the average number of business days that service is delayed beyond the Applicable Due Date for non-facility reasons attributed to Qwest.

- Includes all inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, later, due to non-facility reasons, than the Applicable Due Date recorded by Qwest, , subject to exclusions specified below.

3(b) - 2 Measures the average number of business days that service is delayed beyond the Applicable Due Date for facility reasons attributed to Qwest.

- Includes all inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period later due to facility reasons than the original due date recorded by Qwest, subject to exclusions specified below.

For both 3(b) 1 & 2:

- Change order types for additional lines consist of “C” orders with “I” and “T” action coded line USOCs.
- The Applicable Due Date is the original due date or, if changed or delayed by the customer, the most recently revised due date, subject to the following: If Qwest changes a due date for Qwest reasons, the Applicable Due Date is the customer-initiated due date, if any, that is (a) subsequent to the original due date and (b) prior to a Qwest-initiated, changed due date, if any.
 - Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date, as applied in the formula below, are calculated by subtracting the latest Qwest-initiated due date, if any, following the Applicable Due Date, from the subsequent customer-initiated due date, if any.
 - According to this definition, the Applicable Due Date can change, per successive customer-initiated due date changes or delays, up to the point when a Qwest-initiated due date change occurs. At that point, the Applicable Due Date becomes fixed (i.e., with no further changes) as the date on which it was set prior to the first Qwest-initiated due date change, if any. Following the first Qwest-initiated due date change, any further customer-initiated due date changes or delays are measured as time intervals that are subtracted as indicated in the formula. These delay time intervals are calculated as stated in the description. (Though infrequent, in cases where multiple Qwest-initiated due date changes occur, the stated method for calculating delay intervals is applied to each pair of Qwest-initiated due date change and subsequent customer-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and customer-initiated due dates are summed and then subtracted as indicated in the formula.) The result of this approach is that Qwest-initiated impacts on intervals are counted in the reported interval, and customer-initiated impacts on intervals are not counted in the reported interval.
- Reported monthly.
- Measured in average business days.
- Saturday is counted as a business day when the service order is completed on Saturday.

Levels of Disaggregation:

State level by product.

Calculation:

Report Structure/Geography:

<p>OP-6A = $\Sigma[(\text{Actual Completion Date of late order for non-facility reasons}) - (\text{Applicable Due Date of late order}) - (\text{Time intervals associated with customer-initiated due date changes or delays Occurring after the Applicable Due Date})] / (\text{Total Number of Late Orders for non-facility reasons Completed in the reporting period})$</p> <p>OP-6B = $\Sigma[(\text{Actual Completion Date of late order for facility reasons}) - (\text{Applicable Due Date of late order})] - (\text{Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date}) / (\text{Total Number of Late Orders for facility reasons completed in the reporting period})$</p>	<p>Statewide and Regional OP-6 standard has MSA and Zone disaggregation</p>
Benchmark/Parity Performance Standard:	
Parity	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
Interval for Pending Orders Delayed Past Due Date	
Definition:	
<p>Evaluates the extent to which Qwest's pending orders are late, focusing on the average number of days the Pending orders are delayed past the Applicable Due Date, as of the end of the reporting period.</p> <p>Description:</p> <p>(A) – Measures the average number of business days that pending orders are delayed beyond the Applicable Due Date for reasons attributed to Qwest.</p> <ul style="list-style-type: none"> ▪ Includes all pending inward orders (Change, New, and Transfer order types) for which the Applicable Due Date recorded by Qwest has been missed, subject to exclusions specified below. Change order types included in this measurement consist of all "C" orders representing inward activity (with "I" and "T" action coded line USOCs). NOTE 2 ▪ The Applicable Due Date is the original due date or, if changed or delayed by the customer, the most recently revised due date, subject to the following: If Qwest changes a due date for Qwest reasons, the Applicable Due Date is the customer-initiated due date, if any, that is (a) subsequent to the original due date and (b) prior to a Qwest-initiated, changed due date, if any. NOTE 3 ▪ Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date, as applied in the formula below, are calculated by subtracting the latest Qwest initiated due date, if any, following the Applicable Due Date, from the subsequent customer-initiated due date, if any. NOTE 3 <p>(B) – Reports the number of pending orders measured in the numerator of OP-15A that were delayed for Qwest facility reasons.</p>	
Exclusions:	
<ul style="list-style-type: none"> • Disconnect, From (another form of disconnect) and Record order types. • Records involving official company services. • Records with invalid due dates or application dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	
Business Rules:	
Levels of Disaggregation:	
Statewide level, by product.	
Calculation:	Report Structure/Geography:

<p>(A) = $\sum[(\text{Last Day of Reporting Period}) - (\text{Applicable Due Date of Late Pending Order}) - (\text{Time intervals Associated with customer-initiated due date changes or delays occurring after the Applicable Due Date})] / (\text{Total Number of Pending Orders Delayed for Qwest reasons as of the last day of Reporting Period})$</p> <p>(B) = (Count of pending orders measured in numerator of OP-15A that were delayed for Qwest facility Reasons)</p>	Statewide level.
Benchmark/Parity Performance Standard:	
Use for diagnostic purposes only.	
Impact on Carriers' Regulatory Burden:	

Notes:

1. Through Jan 01 results reported include products that flow through the design process only. Beginning with Feb 01, results reported include both design flow and non-design flow for products.
2. Prior to Aug 01 results the specified Change order types (i.e., with "I" & "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.
3. According to this definition, the Applicable Due Date can change, per successive customer-initiated due date changes or delays, up to the point when a Qwest-initiated due date change occurs. At that point, the Applicable Due Date becomes fixed (i.e., with no further changes) as the date on which it was set prior to the first Qwest-initiated due date change, if any. Following the first Qwest-initiated due date change, any further customer-initiated due date changes or delays are measured as time intervals that are subtracted as indicated in the formula. These delay time intervals are calculated as stated in the description. (Though infrequent, in cases where multiple Qwest initiated due date changes occur, the stated method for calculating delay intervals is applied to each pair of Qwest-initiated due date change and subsequent customer-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and customer-initiated due dates are summed and then subtracted as indicated in the formula.) The result of this approach is that Qwest-initiated impacts on intervals are counted in the reported interval, and customer-initiated impacts on intervals are not counted in the reported interval.

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Metric Number: Name:	
Maintenance & Repair : Trouble Report Rate	
Definition:	
Measures overall rate of trouble reports as a percentage of the total installed base of the service or element.	
Exclusions:	
<ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); – For products measured from WFA data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). • Subsequent trouble reports of any trouble before the original trouble report is closed. • Information tickets generated for internal Qwest system/network monitoring purposes. • Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete. • Records involving official company services. • Records with invalid trouble receipt dates. • Records with invalid cleared or closed dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. • Trouble reports coded to TOK/FOK or NTF. 	
Business Rules:	
Levels of Disaggregation:	
Product Level Reporting.	
Calculation:	Report Structure/Geography:

[(Total number of trouble reports closed in the reporting period involving the specified service grouping) / (Total number of the specified services that are in service in the reporting period)] x 100	CLEC aggregate, individual CLEC and Qwest Retail results. Statewide level.
Benchmark/Parity Performance Standard:	
Parity	
Impact on Carriers' Regulatory Burden:	

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Metric Number: Name:	
M&R Repeat report Rate	
Definition:	
Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 calendar days).	
Exclusions:	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); – For products measured from WFA (Workforce Administration) data (products listed for Zone type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). • Subsequent trouble reports of any trouble before the original trouble report is closed • Information tickets generated for internal Qwest system/network monitoring purposes. • Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete. • Records involving official company services. • Records with invalid trouble receipt dates. • Records with invalid cleared or closed dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. • Trouble reports coded to TOK/FOK or NTF. 	
Business Rules:	
Levels of Disaggregation:	
Product Level Reporting.	
Calculation:	Report Structure/Geography:

<p>(((Total repeated trouble reports closed within the reporting period that were received within 30 calendar days of when the preceding initial trouble report closed) / (Total number of Trouble Reports Closed in the reporting period)) x 100).</p>	
<p>Benchmark/Parity Performance Standard:</p>	
<p>Parity</p>	
<p>Impact on Carriers' Regulatory Burden:</p>	
<p>Currently in use by Qwest</p>	

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Metric Number: Name:	
Maintenance and Repair- Time to Restore	
Definition:	
Measure the timeliness of repair, focusing on the length of time it takes to restore services to proper operation	
Exclusions:	
<ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); - <input type="checkbox"/> For products measured from WFA (Workforce Administration) data (products listed for Zone type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). • Subsequent trouble reports of any trouble before the original trouble report is closed. • Information tickets generated for internal Qwest system/network monitoring purposes. • Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation". • <input type="checkbox"/> For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay. • <input type="checkbox"/> Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete. • Records involving official company services. • <input type="checkbox"/> Records with invalid trouble receipt dates. • <input type="checkbox"/> Records with invalid cleared or closed dates. • Records with invalid product codes. • <input type="checkbox"/> Records missing data essential to the calculation of the measurement per the PID. 	
Business Rules:	
Measures the time actually taken to clear trouble reports. <ul style="list-style-type: none"> • Includes all trouble reports closed during the reporting period, subject to exclusions specified below. • <input type="checkbox"/> Includes customer direct reports, customer-relayed reports, and test assist reports that result in a trouble report. • <input type="checkbox"/> Time measured is from date and time of receipt to date and time trouble is cleared. Reporting Period: One month Unit of Measure: Hours and Minutes	
Levels of Disaggregation:	
Currently MSA, non-dispatch, zone by product.	
Calculation:	Report Structure/Geography:

[(Date & Time Trouble Report Cleared) – (Date & Time Trouble Report Opened)] / (Total number of Trouble Reports closed in the reporting period)	CLEC aggregate, individual CLEC and Qwest results Statewide Level
Benchmark/Parity Performance Standard:	
Parity	
Impact on Carriers' Regulatory Burden:	
Qwest currently measures Time to restore as Mean Time to Restore. Should be kept as an interval, not a percentage.	